### Fairfax County Neighborhood and Community Services (NCS) 2019 Customer Satisfaction Surveys Methods Report

Prepared by the Center for Survey Research, University of Virginia

### Overview

In the summer of 2019 Fairfax County (Va.) contracted with the Center for Survey Research (CSR) at the University of Virginia for technical services to field and tabulate surveys about customer satisfaction regarding various services offered by the county. The work was sponsored and paid for by Fairfax County Neighborhood and Community Services (NCS) using county funds.

Customers of five county services were surveyed. By definition, these customers are those eligible to use the five county services under study, with the populations of interest heavily concentrated in Fairfax County. The project began May 21, 2019 and concluded September 20, 2019.

For more information from NCS about the studies, contact Kristen Lasich at Kristen.Lasich@FairfaxCounty.gov or 703-324-5626. For more information from CSR about the study methodology, contact Kara Fitzgibbon at karaf@virginia.edu or 434-243-5224.

### Sampling

CSR drew scientific random samples from lists of customers of Senior Centers and Human Services Transportation. The lists were provided to CSR by NCS. The lists included names and mailing addresses. The sampled customers were surveyed by mail and web by CSR.

CSR drew samples of 500 Senior Center customers (out of 5,373) and 500 Human Services Transportation customers (out of 1,293). Both the Senior Center sample and the Human Services Transportation sample were drawn as a simple random sample from the respective customer lists. Both samples were drawn using the Excel random number generator. All cases in the samples were assigned a unique study identification number. Samples were loaded into the Qualtrics web survey system to support the choice of modes offered to the customers – web and mail.

Customers of Community Centers, Teen Centers and Technology Centers were intercepted by county staff at selected locations and interviewed or asked to fill out a questionnaire at that time. No list or probability sampling was used for these three studies. Questionnaires were administered on-site by staff at the centers during July and August, 2019. Each site was asked to submit a certain number of completed questionnaires based on the center's size – centers with larger numbers of customers were asked to complete more questionnaires than smaller sites. Staff were given basic guidelines for sampling; for example, they were asked to spread

distribution across days and times of the day, and to aim for a mix of ages (when appropriate), genders, and races/ethnicities. Participants or staff completed the questionnaire on paper or online via a weblink provided by CSR. 2019 was the first year that a web version of the survey was made available for these three groups; however, nearly all participants completed the paper questionnaires on their own and returned them to staff. Questionnaires collected by the county were sent to CSR for data entry and analysis.

### Questionnaires

The five questionnaires used in the study were similar to one another, but tailored to each specific customer population. The 2019 questionnaires were very similar to the 2018 questionnaires, but they did deviate in a few ways. In the 2019 versions, a url and unique access code to the web-based version of the survey was added at the top of each paper questionnaire. In the 2019 questionnaire, respondents were asked to report their gender and response categories were expanded to include an "Other" write-in option.

CSR formatted the paper version of each questionnaire and set up web-based versions of each in Qualtrics. The study was carried out in English only; no other languages were available to respondents. Copies of the paper versions of each questionnaire can be found at the end of this report.

Task	Service Type										
I ask	HST	SC	CC	ТС	Tech						
Receive sampling frame	7/11/2019	7/8/2019	na	na	na						
Load sample	7/16/2019	7/9/2019	na	na	na						
Mail advance letter	7/19/2019	7/19/2019	na	na	na						
Launch web	7/19/2019	7/19/2019	na	na	na						
Mail survey packet #1	8/5/2019	8/5/2019	na	na	na						
Start face-to-face data collection	na	na	7/2019	7/2019	7/2019						
Mail thank-you/reminder postcard	8/28/2019	8/28/2019	na	na	na						
Close face-to-face data collection	na	na	8/2019	8/2019	8/2010						
Close mail and web data collection	9/13/2019	9/13/2019	na	na	na						
Complete data entry	9/18/2019	9/18/2019	9/18/2019	9/18/2019	9/18/2019						
Complete data verification/cleaning	9/19/2019	9/19/2019	9/19/2019	9/20/2019	9/20/2019						
Deliver data tables	9/20/2019	9/20/2019	9/20/2019	9/20/2019	9/20/2019						

### **Data Collection**

below shows the key dates for conducting the study across all five surveys. Data collection for HST and SC was open from July 19 to September 13, 2019. Data collection for CC, TC, and Tech occurred between in July and August, 2019. As seen in Table 1, HST and SC sample members were mailed an advance letter, an initial questionnaire packet, and a thank you/reminder postcard. The advance letter, which was signed by Christopher Leonard, Director of NCS, both notified participants that they would receive a mailed paper questionnaire and

directed participants to a custom url to take the survey online if they preferred. The first questionnaire packet included a cover letter, signed by Kara Fitzgibbon, Senior Project Coordinator at CSR, which again referred participants to the online questionnaire. The packet also contained a paper version of the questionnaire and a return envelope with prepaid postage to return the completed questionnaire.

Task			Service Type		
Task	HST	SC	CC	ТС	Tech
Receive sampling frame	7/11/2019	7/8/2019	na	na	na
Load sample	7/16/2019	7/9/2019	na	na	na
Mail advance letter	7/19/2019	7/19/2019	na	na	na
Launch web	7/19/2019	7/19/2019	na	na	na
Mail survey packet #1	8/5/2019	8/5/2019	na	na	na
Start face-to-face data collection	na	na	7/2019	7/2019	7/2019
Mail thank-you/reminder postcard	8/28/2019	8/28/2019	na	na	na
Close face-to-face data collection	na	na	8/2019	8/2019	8/2010
Close mail and web data collection	9/13/2019	9/13/2019	na	na	na
Complete data entry	9/18/2019	9/18/2019	9/18/2019	9/18/2019	9/18/2019
Complete data verification/cleaning	9/19/2019	9/19/2019	9/19/2019	9/20/2019	9/20/2019
Deliver data tables	9/20/2019	9/20/2019	9/20/2019	9/20/2019	9/20/2019

### **Table 1: Data Collection Process and Key Dates**

### **Data Processing**

Mailings for the HST and SC studies were manually tracked in a FileMaker file database that was used to generate the mailings. All of the data for the five surveys that were received on paper forms were entered into the Qualtrics system. CSR tracked the mode (paper or web) by which respondents completed the survey for the HST and SC studies. All respondents for the CC and Teen studies completed the survey by the same mode – face-to-face self-administered paper questionnaire. One Tech respondent completed the survey on the web, all others completed via face-to-face self-administered on paper.

For data validation, a random sample was drawn from the completed cases for each of the five studies. At least 10% of completed questionnaires from each study were reviewed for data quality and any data entry errors that were observed were corrected – this review process was not necessary for those cases that were completed in Qualtrics by the respondent. No systematic errors were observed during validation.

Using the validated data, CSR cleaned the HST and SC data to remove any invalid or unusable partial cases. After cleaning, CSR prepared a labeled version of the dataset for each of the five studies in Excel format, which were accompanied by a data dictionary corresponding to each dataset. The final data were not weighted.

Additionally, CSR prepared data tables containing frequencies and means for each study overall, as well as crosstabulation tables showing results by demographic variables for each study.

### **Responses, Response Rates and Margin of Error**

The number of usable responses received in the studies ranged from 86 customers of Human Services Transportation (HST) to 158 customers of Senior Centers (SC). The CC, TC and Tech surveys were not carried out using probability samples; therefore, no response rates or margins of error can be calculated for those studies. The response rate for the HST study was 17.2% and for the SC study it was  $32.0\%^{1}$ . The margin of error at the 95% level of confidence for questions answered by all respondents in the HST study is +/- 10.2% and the margin of error is +/- 7.7% for the SC study. These calculations include the effect of the finite population correction, which can improve sampling error calculations when a relatively large proportion of the population under study completes the questionnaire. Note that margins of error will be larger when subsets of the data are being considered, or when looking at questions not answered by all respondents. In contrast, they will be smaller when the distribution of the question under consideration is skewed from 50-50. See Table 2 for a summary of this information.

Statistic	Service Type										
Statistic	HST	SC	CC	ТС	Tech						
Number in population	1293	5373	na	na	na						
Number in sample	500	500	na	na	na						
Number of usable responses	86	158	151	157	157						
Response rate	17.2%	32.0%	na	na	na						
Margin of error	+/- 10.2%	+/- 7.7%	na	na	na						

 Table 2: Responses, Response Rates and Margin of Error (where applicable)

Table 3 (below) shows the specific disposition outcomes for the sampled cases in the HST and SC studies. As seen in the table, the HST sample contained one ineligible case, and the SC sample contained six ineligible cases. These cases reflect individuals who reached out to CSR to indicate they had either moved out of state, were unable to participate due to illness, are no longer customers or they asserted they had never used the services. An additional nine cases across the two samples were deemed unusable as they did not contain an adequate number of answers to substantive questions regarding NCS services.

### Table 3: Disposition codes for HST and SC studies

Dispesition	H		SC		
Disposition	Ν	%	Ν	%	
Completed usable survey by web	28	5.60%	55	11.00%	

<sup>&</sup>lt;sup>1</sup> Response rates include undeliverable mail in the base of the calculation in keeping with principles for conducting surveys of known individuals. See the American Association for Public Opinion Research (AAPOR) for more at http://www.aapor.org/AAPORKentico/Communications/AAPOR-Journals/Standard-Definitions.aspx.

### Fairfax Neighborhood and Community Services 2019 Customer Satisfaction Survey

Completed usable survey by paper	58	11.60%	103	20.60%
Partial complete or unusable survey	1	0.20%	8	1.60%
Refused	1	0.20%	1	0.20%
Undeliverable mail	78	15.60%	24	4.80%
Ineligible/unable to participate/deceased	1	0.20%	6	1.20%
No contact	332	66.40%	303	60.60%
Received response after data closed	1	0.20%	0	0.00%
Total	500	100.00%	500	100.00%

See the following pages for copies of the paper versions of the five questionnaires.

## Customer Satisfaction Survey Senior Centers

Fairfax County Department of Neighborhood and Community Services (NCS) would like your opinion about the services provided to you at its **senior centers**. The purpose of this research is to help us improve our services to you and other people like you. Your answers are voluntary, but your opinions are very important. Your response will be completely confidential. Please take 10 minutes to help us out.

If you prefer to complete the survey online, you can access the questionnaire at: https://csr.coopercenter.org/NCS2019SC Your survey code number is: [CSRID]

1.	Which best describes your participation in programs at the	2.	Which senior center	do you primarily us	e? (Choose only one
	senior centers? (Choose only one answer)		answer)		
	1 Occasional (e.g. special events, every once in a while)		1 Bailey's	6 South County	11 Pimmit Hills
	2 Seasonal (e.g. summer only, class)		2 Herndon	7 Hollin Hall	12 Providence
	3 Regular (e.g. year-round)		3 James Lee	8 Kingstowne	13 Sully
			4 Lewinsville	9 Lincolnia	14 Wakefield
			5 Little River Glen	10 Lorton	

# 3. Please consider all of your experiences in the past year with the senior centers. Using a 10-point scale on which "1" means "very dissatisfied and 10 means "very satisfied," how satisfied are you with the following services? (*Circle one answer for each item*)

	Very	Dissatisfi	ed	Very	Very Satisfied						
Computer Labs	1	2	3	4	5	6	7	8	9	10	N/A
Exercise/Fitness/Health Programs	1	2	3	4	5	6	7	8	9	10	N/A
Sports Programs	1	2	3	4	5	6	7	8	9	10	N/A
Dance/Drama/Arts Programs	1	2	3	4	5	6	7	8	9	10	N/A
Community Events	1	2	3	4	5	6	7	8	9	10	N/A
Field Trips	1	2	3	4	5	6	7	8	9	10	N/A
Self-Directed Activities	1	2	3	4	5	6	7	8	9	10	N/A

4. Please consider all of your experiences in the past year with the senior centers. Using a 10-point scale on which "1" means "very dissatisfied and 10 means "very satisfied," how satisfied are you with the following items? (Circle one answer for each item)

	<u>Very Di</u>	ssatisfie	d						Very S	Satisfie	<u>d</u>
Selection of programs and services	1	2	3	4	5	6	7	8	9	10	don't know
Facility appearance and cleanliness	1	2	3	4	5	6	7	8	9	10	don't know
Facility safety	1	2	3	4	5	6	7	8	9	10	don't know
Condition of equipment	1	2	3	4	5	6	7	8	9	10	don't know
Availability of equipment	1	2	3	4	5	6	7	8	9	10	don't know
Access to computer technology	1	2	3	4	5	6	7	8	9	10	don't know
Ability to be involved in planning new											
activities and programs	1	2	3	4	5	6	7	8	9	10	don't know
Volunteer opportunities/experiences	1	2	3	4	5	6	7	8	9	10	don't know
Community Service/Advisory Council	1	2	3	4	5	6	7	8	9	10	don't know

5. Please consider all of your experiences in the past year with the senior centers' staff. Using a 10-point scale on which "1" means "very dissatisfied and 10 means "very satisfied," how satisfied are you with the staff? (*Circle one answer for each item*)

	Very Dis	satisfied							Very Sat	isfied	<u> </u>
Responding to you in a timely manner	1	2	3	4	5	6	7	8	9	10	don't know
Treating you with respect	1	2	3	4	5	6	7	8	9	10	don't know
Listening and acting on your ideas	1	2	3	4	5	6	7	8	9	10	don't know
Resolving complaints	1	2	3	4	5	6	7	8	9	10	don't know

Continued on back



	6. We would now like you to rate your overall satisfaction with the senior centers. (Circle one answer)											
<u>Very</u> 1	<u>Dissatisfie</u> 2	<u>d</u> 3	4	5	6	7	8	<u>Very S</u> 9	<del>atisfied</del> 10			
t	7. Considering all of your expectations, to what extent have the senior centers fallen short of your expectations or exceeded your expectations? ( <i>Circle one answer</i> )											
<u>Falls (</u> 1	<u>Short of Ex</u> 2	pectatio 3	<u>ons</u> 4	5	6	7	<u>Excee</u> 8	eds Expe 9	ectations 10			
t I	8. If asked, how willing would you be to say positive or good things about the job the senior centers are doing in offering programs and services for all county residents? ( <i>Circle one answer</i> )											
<u>Not a</u> 1	<u>ıt all Willin</u> 2	<u>9</u> 3	4	5	6	7	8	<u>Very</u> 9	<u>Willing</u> 10			

Please tell us a bit about yourself....

9. To what extent has your participation in the senior center programs and services impacted your ability to do the following? Use a 10-point scale on which "1" means "no impact" and 10 means "significant impact." (Circle one answer for each item)

<u>No lı</u> 1	<u>mpact</u> 2	3	4	5	6	7	8	<u>Signif</u> 9	<u>icant In</u> 10	<u>npact</u> Don't use for this		
Cor	nect	ion to	o the	com	muni	ity						
-	npact					-			icant In			
1	2	3	4	5	6	7	8	9	10	Don't use for this		
Involvement in the community No Impact Significant Impact												
1		3	4	5	6	7	8	<u>9</u>	10	Don't use for this		
	-	•	•	•	•	•	Ũ	Ŭ	10			
	lth (f	itnes	s and	d wel	Iness	5)		C:				
<u>1 No II</u>	npact	2	4	~	~	7	0		icant In			
1	2	3	4	5	6	7	8	9	10	Don't use for this		
Invo	olvem	ient i	n he	althy	activ	/ities	(e.g	g. eati	ng we	ll, being		
phy	sical	ly act	tive)	-					-	-		
No Í	<u>npact</u>		,					Signif	icant In	<u>npact</u>		
1	2	3	4	5	6	7	8	9	10	Don't use for this		
Kno	wled	ae o	fhow	to le	ead a	hea	lthv	lifesty	/le			
	npact	90 0			ouu u	nou		-	icant In	npact		
1	2	3	4	5	6	7	8	9	10	Don't use for this		
Kno	wled	ae o	fava	ilable	ser\	lices						
	npact	90 0	uru					Signif	icant In	npact		
1	2	3	4	5	6	7	8	9	10	Don't use for this		
Acc	ess t	o ava	ailahl	م <u>د م</u>	rvice	6						
	npact	0 4 4	inabi	6 36	VICE	5		Sianif	icant In	npact		
1	2	3	4	5	6	7	8	9	10	Don't use for this		
			•				-	-		2011100010101010		
	olver	ient i	n me	anın	gtul a	activ	ities					
-	npact	2	4	F	c	7	0		icant In			
1	2	3	4	5	6	7	8	9	10	Don't use for this		
									<i>.</i>			
10	How	v do v	/011.0	iet to	the e	senic	nr ce	nter?	(Cho)	se vour primary		

10. How do you get to the senior center? (Choose your primary form of transportation)

### Social/interaction with peers

1 Drive

- 4 Public transportation
- 2 Center transportation
- 3 Fastran
- 5 Walk/Bicycle 6 Other:\_\_\_\_\_
- 11. What is your home ZIP Code?
- 12. What is the primary language you speak in your home?
- 13. What is your age? (Choose one answer) 1 Under 19 years 4 55-74 years
  - 2 19-34 years 5 75 years or older

  - 3 35-54 years
- 14. What is your gender? (Choose one answer)
  - 1 Female 3 Other:
  - 2 Male
- 15. Which category describes you? (Choose all that apply)

1	American	Indian	or	Alaska	Native

- 2 Asian
- Black or African American
- Hispanic, Latino, or Spanish Origin
- Middle Eastern or North African
- Native Hawaiian or Other Pacific Islander

- White Other:
- 16. What is your total household income before taxes? (Choose
  - one answer) 1 Under \$15,000 2 \$15,000 - \$24,999 3 \$25,000 - \$34,999

4 \$35,000 - \$49,999

- 5 \$50,000 \$74,999 6 \$75,000 - \$99,999
- 7 \$100,000 \$149,999
- 8 \$150,000 or more

## Thank you for your help!

If you have misplaced your return envelope, please mail the completed survey to:

CSR

PO Box 400767 Charlottesville VA 22904-4767

For questions about NCS contact Kristen Lasich at Kristen.Lasich@fairfaxcounty.gov or 703-324-5306 TTY 711.

For questions about the survey process contact Kara Fitzgibbon at karaf@virginia.edu or 434-243-5224.

## **Customer Satisfaction Survey** Human Services Transportation

Fairfax County Department of Neighborhood and Community Services (NCS) would like your opinion about the services provided to you by its Human Services Transportation unit (i.e., Fastran and taxi vouchers). The purpose of this research is to help us improve our services to you and other people like you. Your answers are voluntary, but your opinions are very important. Your response will be completely confidential. Please take 10 minutes to help us out.

If you prefer to complete the survey online, you can access the questionnaire at:

https://csr.coopercenter.org/NCS2019HST

Your survey code number is: [CSRID]

- 1. Which best describes your participation in services provided by Human Services Transportation? (Choose one answer)
  - 1 Occasional (e.g. every once in a while)
  - 2 Seasonal (e.g. summer only, just for a specific time period)
  - 3 Regular (e.g. year-round)
- Which services do you use? (Choose all that apply) 2.
  - FASTRAN
    - Head Start Transportation
  - Taxi Voucher Program (Dial-A-Ride, Seniors on the Go, Taxi Access)

- 3. For how long have you used Human Services Transportation Services? (Choose one answer)
  - 1 Less than 1 year 4 6 to 9 years
  - 2 1 to 2 years
- 5 10 or more years
- 3 3 to 5 years
- Which of the following do Human Services Transportation 4. **help you access?** (Choose all that apply)

Health care

- Work
- Senior Centers
- Other:

- Family and friends
- Essential shopping
- School

### IF YOU USE ONLY TAXI VOUCHER PROGRAM(S) (DIAL-A-RIDE, SENIORS ON THE GO, TAXI ACCESS), PLEASE SKIP TO QUESTION 6.

5. Please consider all of your experiences in the past year with the Human Services Transportation. Using a 10-point scale on which "1" means "very dissatisfied and 10 means "very satisfied," how satisfied are you with the following items? (*Circle one answer for each item*)

,	<u>Very D</u>	issatisfi	ed	Very S	Very Satisfied						
Vehicle appearance and cleanliness	1	2	3	4	5	6	7	8	9	10	don't know
Vehicle safety	1	2	3	4	5	6	7	8	9	10	don't know
Condition of vehicle	1	2	3	4	5	6	7	8	9	10	don't know
Quality of drivers (e.g., attitude, skill, professionalism)	1	2	3	4	5	6	7	8	9	10	don't know

6. Please consider all of your experiences in the past year with Human Services Transportation staff. Using a 10-point scale on which "1" means "very dissatisfied and 10 means "very satisfied," how satisfied are you with the staff? (*Circle one answer for each item*)

-	Very Dis	Very Dissatisfied									Very Satisfied		
Responding to you in a timely manner	1	2	3	4	5	6	7	8	9	10	don't know		
Treating you with respect	1	2	3	4	5	6	7	8	9	10	don't know		
Listening and acting on your ideas	1	2	3	4	5	6	7	8	9	10	don't know		
Answering telephone calls quickly	1	2	3	4	5	6	7	8	9	10	don't know		
Resolving complaints	1	2	3	4	5	6	7	8	9	10	don't know		
Knowledge of available services	1	2	3	4	5	6	7	8	9	10	don't know		

Continued on back



7. We would now like you to rate your overall satisfaction with Human Services Transportation. (*Circle one answer*)

Very D	Very S	Satisfied							
1	2	3	4	5	6	7	8	9	10

8. Considering all of your expectations, to what extent have Human Services Transportation fallen short of your expectations or exceeded your expectations? (Circle one answer)

Falls Sh	nort of E	xpectat		Excee	eds Expe	ectations			
1	2	3	4	5	6	7	8	9	10

9. If asked, how willing would you be to say positive or good things about the job Human Services Transportation is doing in offering programs and services for all county residents? (*Circle one answer*)

Not at	all Willi	ng						Very	Willing
1	2	3	4	5	6	7	8	9	10

Please tell us a bit about yourself....

10. To what extent has your participation in Human Services Transportation services impacted your ability to do the following? Use the following 10-point scale on which "1" means "no impact" and 10 means "significant impact." (*Circle one answer for each item*)

#### **Access Healthcare**

Access healthcare														
No In	npact							<u>Signif</u>	icant In	<u>npact</u>				
1	2	3	4	5	6	7	8	9	10	Don't use for this				
Part	Participate in healthy activities													
No In	npact							Signif	icant In	npact				
1	2	3	4	5	6	7	8	9	10	Don't use for this				
Con	nect	with	peop	ole ai	nd se	rvice	es in	the c	ommu	unity				
No In	npact							<u>Signif</u>	icant In	<u>ipact</u>				
1	2	3	4	5	6	7	8	9	10	Don't use for this				
Soc	ial/in	terac	t wit	h pee	ers									
No In	npact							Signif	icant In	npact				
1	2	3	4	5	6	7	8	9	10	Don't use for this				
Res	ide ir	n my	hom	e										
No Impact Significant Impact														
1	2	3	4	5	6	7	8	9	10	Don't use for this				

- 11. What is your home ZIP Code? \_
- 12. What is the primary language spoken in your home?
- 13. What is your age? (Choose one answer)
  - 1 Under 19 years
  - 2 19-34 years
- 5 75 years or older

4 55-74 years

- 3 35-54 years
- 17. What is your gender? (Choose one answer)

1 Female	3 Other:
<b>A I I I</b>	

2 Male

14. Which category describes you? (Choose all that apply)

- American Indian or Alaska Native
- 2 Asian
- Black or African American
- 4 Hispanic, Latino, or Spanish Origin
- 5 Middle Eastern or North African
- 6 Native Hawaiian or Other Pacific Islander
  - White
- 8 Other:\_\_

## 15. What is your total household income before taxes? (Choose one answer)

4,999
9,999
149,999
more

## Thank you for your help!

If you have misplaced your return envelope, please mail the completed survey to:

### CSR

PO Box 400767 Charlottesville VA 22904-4767

For questions about NCS contact Kristen Lasich at Kristen.Lasich@FairfaxCounty.gov or 703-324-5306 TTY 711.

For questions about the survey process contact Kara Fitzgibbon at karaf@virginia.edu or 434-243-5224.

## Customer Satisfaction Survey Community Centers

Fairfax County Department of Neighborhood and Community Services (NCS) would like your opinion about the services provided to you at its **community centers**. The purpose of this research is to help us improve our services to you and other people like you. Your answers are voluntary, but your opinions are very important. Your response will be completely anonymous. Please take 10 minutes to help us out.

If you prefer to complete the survey online, you can access the questionnaire by visiting https://csr.coopercenter.org/NCS2019CC

- 1. Which best describes your participation in programs at the community centers? (Choose only one answer)
  - 1 Occasional (e.g. special events, every once in a while)
  - 2 Seasonal (e.g. summer only, basketball league)
  - 3 Regular (e.g. year-round)

- Which community center do you primarily use? (Choose only one answer)
   Bailey's
   David R. Pinn
   Providence
  - 3 Gum Springs 4 Huntington 5 James Lee
- 8 Southgate 9 Willston
- 9 Wills
- 3. Please consider all of your experiences in the past year with the community centers. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the following services? (*Circle one answer for each item*)

5			,					,				
	Very	Dissatisfi	ed						Very	Very Satisfied		
Computer Clubhouses	1	2	3	4	5	6	7	8	9	10	N/A	
RecQuest	1	2	3	4	5	6	7	8	9	10	N/A	
Exercise/Fitness/Health Programs	1	2	3	4	5	6	7	8	9	10	N/A	
Sports Programs	1	2	3	4	5	6	7	8	9	10	N/A	
Dance/Drama/Arts Programs	1	2	3	4	5	6	7	8	9	10	N/A	
Community Events	1	2	3	4	5	6	7	8	9	10	N/A	
Field Trips	1	2	3	4	5	6	7	8	9	10	N/A	
Senior Programs	1	2	3	4	5	6	7	8	9	10	N/A	
Teen Programs	1	2	3	4	5	6	7	8	9	10	N/A	
Self-Directed Activities	1	2	3	4	5	6	7	8	9	10	N/A	

# 4. Please consider all of your experiences in the past year with the community centers. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the following items? (Circle one answer for each item)

	Very I	Very Dissatisfied									Very Satisfied		
Selection of programs and services	1	2	3	4	5	6	7	8	9	10	don't know		
Facility appearance and cleanliness	1	2	3	4	5	6	7	8	9	10	don't know		
Facility safety	1	2	3	4	5	6	7	8	9	10	don't know		
Condition of equipment	1	2	3	4	5	6	7	8	9	10	don't know		
Availability of equipment	1	2	3	4	5	6	7	8	9	10	don't know		
Access to computer technology	1	2	3	4	5	6	7	8	9	10	don't know		
Ability to be involved in planning new													
activities and programs	1	2	3	4	5	6	7	8	9	10	don't know		
Volunteer opportunities/experiences	1	2	3	4	5	6	7	8	9	10	don't know		
Community Service/Advisory Council	1	2	3	4	5	6	7	8	9	10	don't know		

5. Please consider all of your experiences in the past year with the community centers' staff. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the staff? (Circle one answer for each item)

	Very Dis	satisfied	Very Satisfied								
Responding to you in a timely manner	1	2	3	4	5	6	7	8	9	10	don't know
Treating you with respect	1	2	3	4	5	6	7	8	9	10	don't know
Listening and acting on your ideas	1	2	3	4	5	6	7	8	9	10	don't know
Resolving complaints	1	2	3	4	5	6	7	8	9	10	don't know



6. We would now like you to rate your overall satisfaction with the community centers. (*Circle one answer*)

1	the com	munity	/ cente	ers. (Ci	rcle on	e answ	er)					
<u>Very</u> 1	<u>Dissatisfi</u> 2	<u>ed</u> 3	4	5	6	7	8	<u>Very S</u> 9	<del>atisfied</del> 10			
<ul> <li>Considering all of your expectations, to what extent have the community centers fallen short of your expectations or exceeded your expectations (<i>Circle one answer</i>)</li> <li>Falls Short of Expectations Exceeds Expectations</li> </ul>												
Falls :	Short of E	xpectat	ons				Excee	eds Expe	ectations			
1	2	3	4	5	6	7	8	9	10			
1	If asked things a offering (Circle of	bout t progra	he job ams ar	the co	mmun	ity cen	ters ar	e doing	g in			
Not a	at all Willir	ng						Very	Willing			
1	2	3	4	5	6	7	8	9	10			

Please tell us a bit about yourself....

 To what extent has your participation in the community center programs and services impacted your ability to do the following? Use the following 10-point scale on which "1" means "no impact" and 10 means "significant impact." (Circle one answer for each item)

### Socialization/interaction with peers

No In	npact					•		Signi	ficant Ir	npact
1	2	3	4	5	6	7	8	9	10	Don't use for this
Con	nect	ion t	o the	com	mun	ity				
	npact					•		Signi	ficant Ir	npact
1	2	3	4	5	6	7	8	9	10	Don't use for this
Invo	olven	nent	in the	e con	nmur	nity				
No In	npact							Signi	ficant Ir	<u>npact</u>
1	2	3	4	5	6	7	8	9	10	Don't use for this
Неа	lth (f	itnes	s an	d we	Ines	s)				
No In	npact							Signi	ficant Ir	<u>npact</u>
1	2	3	4	5	6	7	8	9	10	Don't use for this
Invo	olven	nent	with	healt	hy ao	ctiviti	ies (	e.g. e	ating	well, being
phy	sical	ly ac	tive)							
No Ir	<u>npact</u>							Signi	ficant Ir	<u>npact</u>
1	2	3	4	5	6	7	8	9	10	Don't use for this
Kno	wled	lge o	f ava	ilable	e ser	vices	i			
No In	npact						_		ficant Ir	
1	2	3	4	5	6	7	8	9	10	Don't use for this
Acc	ess t	o av	ailab	le se	rvice	s				
No Ir	npact								ficant Ir	
1	2	3	4	5	6	7	8	9	10	Don't use for this

-	3	4	5	6	7	8	9	10	Don	t use f
olven	nent	in m	eani	ngful	acti	vities				
mpact	•		-	•	_	•		hificant li		
2	3	4	5	6	7	8	9	10	Don	t use f
		-	-				ity c	enter?	(Cho	ose yo
prim	ary f	orm	of tra	anspo	rtatio	n)				
1 D								Public tr	•	ortation
			nspor	tation	۱			Valk/Bio		
3 Fa	astra	n					6 (	Other:		
Wha	nt is <u>y</u>	you	r hon	ne ZII	P Co	de?				
Wha	at is t	the p	orima	ary la	ngua	age y	ou s	peak in	ı youı	' home
			r gen	der?	(Cho	oose d	one a	answer)		
1 F	emal	е					3 (	Other:		
2 M	ale									
1 2 3	Ame Asia Blac	erica an ck or	n Ind Afric	lian oi an Ar	r Ala: meric	ska N can	ative		ll that	apply)
1 2 3	Ame Asia Blac Hisp Mide Nati Whi	erica an ck or banic dle E ve H te	n Ind Afric , Lati Easter Iawai	ian oi an Ar ino, o rn or iian oi	r Alas meric r Spa North r Oth	ska N can anish n Afric er Pa	ative Orig an cific	in Islande	r	apply)
1 2 3 4 5 6 7 8	Ame Asia Blac Hisp Mide Nati Whi Oth	erica an ck or oanic dle E ve H te er:	n Ind Afric , Lati aster lawai	ian ol an Ar ino, o rn or iian ol	r Alas meric or Spa North r Oth	ska N can anish n Afric er Pa	orig an cific	in Islande	r	apply)
1 2 3 4 5 6 7 8	Ame Asia Blac Hisp Mide Nati Whi Oth	erica an ck or banic dle E ve H te er: <b>your</b>	n Ind Afric , Lati Easter Iawai	ian or ino, o rn or iian or ? (Ch	r Alas meric r Spa North r Oth	ska N anish Afric er Pa	Orig an cific	in Islande <i>ver)</i>	r	apply)
1 2 3 4 5 6 7 8 <b>Wha</b> 1 U	Ame Asia Blac Hisp Mide Nati Whi Oth at is y	an ck or banic dle E ve H te er: <b>you</b> 19 y	n Ind Afric , Lati aster lawai	ian or ino, o rn or iian or ? (Ch	r Alas meric r Spa North r Oth	ska N anish Afric er Pa	Orig an cific answ 4 5	in Islande <i>ver)</i> 55-74 ye	r	
1 2 3 4 5 6 7 8 <b>Wha</b> 1 U 2 19	Ame Asia Blac Hisp Mide Nati Whi Oth	an ck or canic dle E ve H te er: 19 y year	n Ind Afric , Lati aster lawai	ian or ino, o rn or iian or ? (Ch	r Alas meric r Spa North r Oth	ska N anish Afric er Pa	Orig an cific answ 4 5	in Islande <i>ver)</i>	r	
1 2 3 4 5 6 7 8 <b>Wha</b> 3 39 <b>Wha</b>	Ame Asia Blac Hisp Mide Nati Whi Oth Oth At is y nder 9-34 5-54	an ck or banic dle E ve H te er: your 19 y year year your	n Ind Afric , Lati lawai vears s s	ian o ran Ar ino, o rn or iian o ? ( <i>Ct</i> <b>(skip</b>	r Alas meric r Spa North r Oth	ska N anish n Afric er Pa e one <b>Q18)</b>	Orig an cific 4 5 5 7	in Islande <i>ver)</i> 55-74 ye	r ears 6 or ol	der
1 2 3 4 5 6 7 8 7 8 7 8 7 8 7 8 7 8 7 8 9 8 9	Ame Asia Blac Hisp Mide Nati Whi Oth At is y ander 2-34 5-54 t is y	erica an ck or panic dle E ve H te er: you year year year you	Africo, Lati Easter lawai r <b>age</b> vears s s s	ian o ran Ar ino, o rn or iian o ? ( <i>Ct</i> <b>(skip</b>	r Alas meric r Spa North r Oth	ska N anish n Afric er Pa e one <b>Q18)</b>	Orig an cific 4 t 5 7	in Islande <i>ver)</i> 55-74 ye 75 years	r ears s or ol re tax	der es? (0
1 2 3 4 5 6 7 8 <b>Wha</b> 3 3 9 <b>Wha</b> 0 ne 1 U	Ame Asia Blac Hisp Mide Nati Whi Oth Oth t is y answ nder	erica an ck or banic dle E ve H te er: you year year year year year year	Afric c, Lati Eastel lawai r age vears 's s r tota	ian or an Ar ino, o rn or ian or ? (Ch (skip	r Alas meric r Spa North r Oth	ska N anish n Afric er Pa e one <b>Q18)</b>	Orig an cific answ 4 5 5 7	in Islande ver) 55-74 ye '5 years <b>e befo</b> i	r ears sorol retax - \$74	der <b>es?</b> (C
1 2 3 4 5 6 7 8 <b>Wha</b> 3 3 9 <b>Wha</b> 0 0 1 U 2 \$	Ame Asia Blac Hisp Mide Nati Whi Oth At is y answ nder 15,00	erica an ck or banic dle E ve H te er: your year year your year year year year year year	Afric c, Lati Easter lawai r <b>age</b> vears 's s r <b>tota</b> ,000 \$24,9	ian or ran Ar ino, o rn or iian or ? ( <i>Ch</i> ( <b>skip</b> I hou	r Alas meric r Spa North r Oth	ska N anish n Afric er Pa e one <b>Q18)</b>	Orig an cific answ 4 5 5 7	in Islande <i>ver)</i> 55-74 ye '5 years <b>e befor</b> 550,000 575,000	r ears s or ol <b>re tax</b> - \$74 - \$99	der <b>es?</b> (C ,999
1 2 3 4 5 6 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7	Ame Asia Blac Hisp Mide Nati Whi Oth <b>at is</b> 2 answ nder 15,00 25,00	erica an ck or banic dle E ve H te er: your year year year year \$15 \$00 - \$	Afric c, Lati Eastel lawai r age vears 's s r tota	ian or an Ar ino, o rn or ian or ? ( <i>Ch</i> (skip (skip 999	r Alas meric r Spa North r Oth	ska N anish n Afric er Pa e one <b>Q18)</b>	Orig an cific answ 4 5 5 7 com 5 \$ 6 \$ 7 \$	in Islande <i>ver)</i> 55-74 ye 55 years <b>e befo</b> 550,000 575,000 5100,00	r ears s or ol - \$74 - \$99 0 - \$1	der <b>es?</b> (C ,999 ,999 49,999
1 2 3 4 5 6 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7	Ame Asia Blac Hisp Mide Nati Whi Oth <b>at is</b> 2 answ nder 15,00 25,00	erica an ck or banic dle E ve H te er: your year year year year \$15 \$00 - \$	Africc, Lati Easter lawai r age vears s s r tota ,000 \$24,9 \$34,9	ian or an Ar ino, o rn or ian or ? ( <i>Ch</i> (skip (skip 999	r Alas meric r Spa North r Oth	ska N anish n Afric er Pa e one <b>Q18)</b>	Orig an cific answ 4 5 5 7 com 5 \$ 6 \$ 7 \$	in Islande <i>ver)</i> 55-74 ye '5 years <b>e befor</b> 550,000 575,000	r ears s or ol - \$74 - \$99 0 - \$1	der <b>es?</b> (C ,999 ,999 49,999
1 2 3 4 5 6 7 8 <b>Wha</b> 1 U 2 1! 3 3! <b>Wha</b> 0 ne 1 U 2 \$ 3 \$! 4 \$	Ame Asia Blac Hisp Mide Nati Whi Oth tisy 5-54 ansv nder 15,00 25,00	erica an ck or banic dle E ve H te er: your year year year \$15 \$15 \$00 - \$ \$00 - \$	Afric , Lati Eastel lawai age vears s r tota ,000 \$24,9 \$34,9 \$49,9	ian o an Ar ino, o rn or ian o ? ( <i>C</i> / ( <b>skip</b> ( <b>skip</b> 1 hou 999 999	r Alas meric r Spa North r Oth	ska N anish n Afric er Pa ⊋ one <b>Q18)</b>	Orig an cific answ 4 5 7 com 5 \$ 6 \$ 7 \$	in Islande <i>ver)</i> 55-74 ye 55 years <b>e befo</b> 550,000 575,000 5100,00	r ears s or ol - \$74 - \$99 0 - \$1 0 or n	der es? (C ,999 ,999 49,999 hore

### 17. Do you qualify for free or reduced price meals at school?

(Choose one answer)

- 1 Yes
- 2 No

F

3 Not sure

### Thank you for your help!

If you need to mail the completed survey, mail to:

CSR PO Box 400767

Charlottesville VA 22904-4767

For questions about NCS contact Kristen Lasich at Kristen.Lasich@FairfaxCounty.gov or 703-324-5306 TTY 711.

For questions about the survey process contact Kara Fitzgibbon at karaf@virginia.edu or 434-243-5224.

1. Which best describes your participation in programs at the teen centers? (Choose only one answer)

- 1 Occasional (e.g. special events, every once in a while)
- 2 Seasonal (e.g. summer only, class)
- 3 Regular (e.g. year-round)

## atisfaction Survey n Centers

s (NCS) would like your opinion about the services provided to you at its **teen** vices to you and other people like you. Your answers are voluntary, but your completely confidential. Please take 10 minutes to help us out.

e questionnaire by visiting https://csr.coopercenter.org/NCS2019Teen

- 2. Which teen center do you primarily use? (Choose only one answer)
  - 1 Glasgow Middle School
  - 2 Graham Road Com Bldg
  - 3 James Lee Teen Center
  - 4 Herndon Middle School
- 9 Mott Teen Center
- 10 Reston Teen Center
- 5 Irving Middle School6 Key Middle School
- 11 South County MS 12 South County TC

7 London Towne ES

8 McNair Farms ES

# 3. Please consider all of your experiences in the past year with the teen centers. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the following services? (*Circle one answer for each item*)

	Very	Dissatisfi	ed						Very	Satisfied	
Computer Clubhouses	1	2	3	4	5	6	7	8	9	10	N/A
Teen Camps	1	2	3	4	5	6	7	8	9	10	N/A
Exercise/Fitness/Health Programs	1	2	3	4	5	6	7	8	9	10	N/A
Sports Programs	1	2	3	4	5	6	7	8	9	10	N/A
Dance/Drama/Arts Programs	1	2	3	4	5	6	7	8	9	10	N/A
Community Events	1	2	3	4	5	6	7	8	9	10	N/A
Field Trips	1	2	3	4	5	6	7	8	9	10	N/A
Teen Programs	1	2	3	4	5	6	7	8	9	10	N/A
Self-Directed Activities	1	2	3	4	5	6	7	8	9	10	N/A

# 4. Please consider all of your experiences in the past year with the teen centers. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the following items? (Circle one answer for each item)

	<u>Very Di</u>	ssatisfie	d						Very	Satisfie	<u>d</u>
Selection of programs and services	1	2	3	4	5	6	7	8	9	10	don't know
Facility appearance and cleanliness	1	2	3	4	5	6	7	8	9	10	don't know
Facility safety	1	2	3	4	5	6	7	8	9	10	don't know
Condition of equipment	1	2	3	4	5	6	7	8	9	10	don't know
Availability of equipment	1	2	3	4	5	6	7	8	9	10	don't know
Access to computer technology	1	2	3	4	5	6	7	8	9	10	don't know
Ability to be involved in planning new											
activities and programs	1	2	3	4	5	6	7	8	9	10	don't know
Volunteer opportunities/experiences	1	2	3	4	5	6	7	8	9	10	don't know
Community Service/Advisory Council	1	2	3	4	5	6	7	8	9	10	don't know

5. Please consider all of your experiences in the past year with the teen centers' staff. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the staff? (Circle one answer for each item) Very Dissatisfied Very Satisfied

Responding to you in a timely manner	1	2	3	4	5	6	7	8	9	10	don't know
Treating you with respect	1	2	3	4	5	6	7	8	9	10	don't know
Listening and acting on your ideas	1	2	3	4	5	6	7	8	9	10	don't know
Resolving complaints	1	2	3	4	5	6	7	8	9	10	don't know

Continued on back



6. We would now like you to rate your overall satisfaction with the teen centers. (Circle one answer)

Very D	issatisfi	ied						Very S	<u>Satisfied</u>
1	2	3	4	5	6	7	8	9	10

7. Considering all of your expectations, to what extent have the teen centers fallen short of your expectations or exceeded your expectations? (Circle one answer)

Falls S	hort of E	Expectat	ions				Excee	eds Expe	ectations
1	2	3	4	5	6	7	8	9	10

8. If asked, how willing would you be to say positive or good things about the job the teen centers are doing in offering programs and services for all county residents? (Circle one answer)

Not at	all Willi	ng						Very	Willing
1	2	3	4	5	6	7	8	9	10

Please tell us a bit about yourself....

To what extent has your participation in the teen center 9. programs and services impacted your ability to do the following? Use a 10-point scale on which "1" means "no impact" and 10 means "significant impact." (Circle one answer for each item)

Socialization/interaction with peers No Impact

	mpact		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	14011			0010	Sian	ificant	mpact
1	2	3	4	5	6	7	8	9	10	Don't use for this
	n <b>neci</b> mpact 2				nmui 6	n <b>ity</b> 7	8	<u>Sign</u> 9	<u>ificant  </u> 10	<u>mpact</u> Don't use for this
Inv	olver	nent	in th	e co	mmu	nity				
	mpact		4	~	~	7	0	_	ificant	
1	2	3	4	5	6	7	8	9	10	Don't use for this
Hea	alth (f	fitne	ss ar	nd we	llnes	ss)				
No I	mpact							Sign	ificant	mpact
1	2	3	4	5	6	7	8	9	10	Don't use for this
	olver /sical				y act	ivitie	s (e.	g. eat	ting w	ell, being
No	mpact	-						Sign	ificant	mpact
1	2	3	4	5	6	7	8	9	10	Don't use for this

2	3	4	5	6	7	8		<u>inifica</u> 1(			t use f	ort
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ccess f		ailab	le se	ervice	es		<b>c</b> :-	nifico	nt Im	naat		
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nowled		fho	v to	lead	a hea	althy		style Inifica		nact		
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	n of tra	ansp	ortat	ion)								
1 D	-									•	rtation	
	enter astrar		spon	ation				Walk/		·		
эг	asliai	1					0	Other	•			-
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	<b>,</b>			-								
. Wha	at is t	he p	rima	ry la	ngua	ge y	ou	speał	k in	your	home	?
—— ). Wha	<b>at is y</b> emale	/our					one	answ	ver)		home	
<ul> <li>9. What 1 F</li> <li>2 M</li> <li>3. Whit 1</li> <li>2</li> </ul>	at is y emale lale <b>ich ca</b> Ame Asia	<b>itego</b> ricar	geno ory d	der?	(Cho ibes	ose o you? ka N	one 3 ? (C	answ Other hoose	<i>rer)</i> r:			
<ul> <li>9. What 1 F</li> <li>2 M</li> <li>3. White 1</li> <li>3. 3</li> </ul>	at is y emale lale Ame Asia Blac	<b>vour</b> e nricar n k or j	<b>gend</b> ory d n Indi Africa	der?	(Cho ibes Alas	ose o you? ka N	one 3 ? (C ativ	answ Other hoose	<i>rer)</i> r:			
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<ul> <li>What 1 For 2 M</li> <li>White 1</li> <li>White 1</li> <li>3</li> <li>4</li> </ul>	at is y emale lale Ame Asia Blac Hisp Mido	<b>/our</b> e ricar n k or , anic,	<b>gen</b> o ory d n Indi Africa , Lati aster	der? descr an or an Ar no, o n or I	(Cho ibes Alas nerica r Spa North	ose o you <sup>4</sup> ka N an Afric	one 3 ? (C ativ Oriç	answ Other hoose e	rer) r: ə all			
<ul> <li>What 1 For 2 M</li> <li>White 1</li> <li>White 1</li> <li>3</li> <li>4</li> </ul>	at is y emale lale Ame Asia Blac Hisp Mido	/our e ricar n k or anic alle E	<b>gen</b> o ory d n Indi Africa , Lati aster	der? descr an or an Ar no, o n or I	(Cho ibes Alas nerica r Spa North	ose o you <sup>4</sup> ka N an Afric	one 3 ? (C ativ Oriç	<i>answ</i> Other <i>hoose</i> e	rer) r: ə all			
<ul> <li>What 1 For 2 M</li> <li>White 1</li> <li>White 1</li> <li>3</li> <li>4</li> </ul>	at is y emale lale Ame Asia Blac Hisp Midc Nativ Whit	<b>/our</b> e htego ricar n k or anic anic u e Ha ve Ha	<b>gen</b> o ory d n Indi Africa , Lati aster	der? descr an or an Ar no, o n or I	(Cho ibes Alas nerica r Spa North	ose o you <sup>4</sup> ka N an Afric	one 3 ? (C ativ Oriç	<i>answ</i> Other <i>hoose</i> e	rer) r: ə all			
<ul> <li>What 1 For 2 M</li> <li>White 1</li> <li>White 1</li></ul>	at is y emale lale Arch ca Asia Blac Hisp Midc Nativ Whit Othe	<b>/our</b> e ricar n k or anic lle E dle E ve H e e e r:	<b>gen</b> <b>ory d</b> 1 Indi Africa , Lati aster awaii	der? descr an or no, o n or I an or	(Cho ibes ) Alas nerica r Spa North Othe	ose o you? ka N an nish Afric er Pa	one 3 ? (C ativ Oriç can cific	answ Other hoose e gin t Islan	rer) r: ə all			
<ul> <li>What 1 For 2 M</li> <li>White 1</li> <li>White 2</li> <li>What 2</li> <li>What 3</li> <li>What 3</li></ul>	at is y emale lale Arch ca Asia Blac Hisp Midc Nativ Whit Othe	/our e atego ricar n k or anic anic alle E ve Ha e er: /our	geno ory d n Indi Africa , Lati aster awaii age'	der? descr an or no, o n or I an or	(Cho ibes ) Alas nerica r Spa North Othe	ose o you? ka N an nish Afric er Pa	one 3 ? (C ativ Ori( can cific ans	answ Other hoose e gin t Islan	r: e all	that a		
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Only if you are under 19 years old, answer questions 17 and 18.

### 15. What grade will you be in this fall?

16. Do you qualify for free or reduced price meals at school? (Choose one answer)

- 1 Yes
- 2 No

Fa

tec

im

3 Not sure

## Thank you for your help!

If you need to mail the completed survey, mail to:

CSR PO Box 400767 Charlottesville VA 22904-4767

For questions about NCS contact Kristen Lasich at Kristen.Lasich@FairfaxCounty.gov or 703-324-5306 TTY 711.

For questions about the survey process contact Kara*vis* Fitzgibbon at karaf@virginia.edu or 434-243-5224.

- 1. Which best describes your participation in programs at the tech centers? (Choose only one answer)
  - 1 Occasional (e.g. special events, every once in a while)
  - 2 Seasonal (e.g. summer only, class)
  - 3 Regular (e.g. year-round)

### atisfaction Survey s and Community Technology Programs [CTPs])

(NCS) would like your opinion about the services provided to you at its 'echnology Programs [CTPs]). The purpose of this research is to help us re voluntary, but your opinions are very important. Your response will be prefer to complete the survey online, you can access the questionnaire by

- 2. Which tech center do you primarily use? (Choose only one answer)
  - 1 Bailey's Clubhouse
  - 2 Chantilly CTP
- 6 Mott Clubhouse
   7 Providence CTP
- 8 Reston CTP
- 3 Gum Springs Clubhouse4 James Lee Clubhouse
- 5 Kingsley Commons CTP
- 10 Wilson Clubhouse

9 Southgate Clubhouse

- 11 Yorkville CTP
- 3. Please consider all of your experiences in the past year with the tech centers. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the following services? (Circle one answer for each item)

	Very	Dissatisf	ed						Very	Satisfied	
Art Programs	1	2	3	4	5	6	7	8	9	10	N/A
Community Events	1	2	3	4	5	6	7	8	9	10	N/A
Creative Projects	1	2	3	4	5	6	7	8	9	10	N/A
Field Trips	1	2	3	4	5	6	7	8	9	10	N/A
Robotics Programs	1	2	3	4	5	6	7	8	9	10	N/A
Self-Directed Activities	1	2	3	4	5	6	7	8	9	10	N/A
Skill Building (Software/Hardware)	1	2	3	4	5	6	7	8	9	10	N/A

4. Please consider all of your experiences in the past year with the tech centers. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the following items? (Circle one answer for each item)

	,									/
Very	Dissatisfi	ed						Very	Satisfie	<u>d</u>
1	2	3	4	5	6	7	8	9	10	don't know
1	2	3	4	5	6	7	8	9	10	don't know
1	2	3	4	5	6	7	8	9	10	don't know
5,										
1	2	3	4	5	6	7	8	9	10	don't know
1	2	3	4	5	6	7	8	9	10	don't know
1	2	3	4	5	6	7	8	9	10	don't know
1	2	3	4	5	6	7	8	9	10	don't know
1	2	3	4	5	6	7	8	9	10	don't know
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activities and programs	1	2	3	4	5	6		7	8		9	10	
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5 Middle Eastern or North African

Native Hawaiian or Other Pacific Islander

7 White

Other:

14. What is your age? (Choose one answer)

1 8–12 years 3 16-18 years

2 13-15 years 4 19 years or older

Only if you are under 19 years old, answer questions 17 and 18.

- 15. What grade will you be in this fall? \_
- 16. Do you qualify for free or reduced price meals at school? (Choose one answer)

1 Yes

2 No

3 Not sure

## Thank you for your help!

If you need to mail the completed survey, mail to:

CSR PO Box 400767 Charlottesville VA 22904-4767

For questions about NCS contact Kristen Lasich at Kristen.Lasich@FairfaxCounty.gov or 703-324-5306 TTY 711.

For questions about the survey process contact Kara Fitzgibbon at karaf@virginia.edu or 434-243-5224.